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## 万友优势 ADVANTAGE



### 客户信息私密性

录入系统后自动设置权限，除专属的案件专员其他内部人员及外部人员不可见



### 精英团队

文案专员为每位学生一对一定制专属方案，移民律师外部协助。团队为学生带来高质量服务



### 学生案件更新通知

当文案专员每完成一步，会更新在万友系统中，客户会以邮件的形式收到步骤更新通知，查看自己案件的最新进程



### 全程服务透明

无押金等不必要条款，客户案件信息透明，收费项会在案件开始前与客户协商一致，案件开始后无特殊意外情况，不会产生收费项目

## 提供服务 PROVIDE SERVICES

学校  
查询

课程  
查询

学生  
签证

留学  
准备

出发  
准备

绿卡  
资讯



详细流程请扫码  
添加客服为您解答





**ACKNOWLEDGE**  
EDUCATION

*Higher Education*

*Student Handbook*  
*2024*

# WELCOME MESSAGE



As you embark on this exciting journey to develop your skills through higher education, I am delighted to extend our warmest welcome to each one of you to Acknowledge Education.

In keeping with our ethos, we recognise and celebrate your aspirations and dedication to learning as you embark on this journey with us. Our Higher Education programs have been carefully crafted to help you not only acquire knowledge but also develop the character, critical thinking, and invaluable skills that are essential in the ever-evolving workforce.

Acknowledge Education's journey began as an English language school in Victoria, but today, our educational footprint expands across a national multi-sector educational portfolio. Our community service program is now offered in our campuses in Melbourne, Sydney, Perth and Brisbane. As we have grown, so has our commitment to delivering relevant courses and providing excellent and innovative teaching practices. We continuously strive to ensure that our courses and industry partnerships are relevant, our teaching methods are informed by best practice, and our outcomes are impactful.

Here at Acknowledge Education, we are more than just an institution; we're a community keen to see you grow, succeed, and make a lasting impact in the world. As you delve into this program, you'll be backed by our highly qualified lecturers and our tailored and caring support services. Our aim is to ensure that you don't just learn but thrive.

Welcome aboard Acknowledge Education and I wish you all the best for your pathway to discovery, growth, and profound impact in your chosen area.

**Chien Vu, CEO**

# ABOUT

## ACKNOWLEDGE EDUCATION

As a new student with us, we invite you to discover Acknowledge Education.

We're not just about academics; we champion Australian democratic values, emphasising representative government, the rule of law, equal rights, and the preservation of fundamental freedoms like religion, speech, and association. We believe in equality and respect among all members, including our vibrant student community.

Our organised structure places a strong emphasis on continuous improvement, ensuring that we're always attuned to your needs. We actively seek your input through regular surveys and feedback channels to enhance your educational experience. Join us and embark on an exciting educational journey!

## OUR VISION AND PURPOSE

*Equipping students to achieve their goals through quality education.*

# STUDENT

## ORIENTATION

- Acknowledge Education - who are we.
- Structure of academic year
- Course Structure - outline and objectives
- Requirements and expectations of students (e.g., agency visits, work placement, attendance, code of conduct, etc.);
- Assessment methods
- English language and study assist programs
- Emergency and health services
- Complaints and appeals process
- Employment matters
- Familiarisation with the internet, library, and audio-visual services;
- Company policies and procedures - Student Handbook
- Compliance with student visa requirement
- Plagiarism and referencing
- Support services available to assist you to adjust to life in Australia



## WHAT WE

# EXPECT FROM YOU



- ✓ Inform yourself and comply with all relevant laws and Acknowledge Education policies and procedures.
- ✓ Participate constructively in the learning process and experience.
- ✓ Familiarise yourself with your course and your unit requirements, as well as your individual academic progress.
- ✓ Use facilities and services in an honest and responsible manner.
- ✓ Understand that cheating, plagiarism and fabrication or falsifications of data are not acceptable and will be dealt with seriously.
- ✓ Recognise, embrace, and promote diversity.
- ✓ Adhere to the proper use of copyrighted material and the Internet.

## CODE OF

# CONDUCT

The Code of Conduct stipulates the minimum standards that students should adhere to at all times when studying at Acknowledge Education:



Students must treat Acknowledge Education's staff and other students with respect, fairly and without discrimination, regardless of religious, cultural, racial, and sexual differences, age, disability or socio-economic status.



Students must ensure the safety and cleanliness of the study environment.



Students must not intimidate or attempt to intimidate Acknowledge Education's staff and other students.



Students must not damage or misuse Acknowledge Education's property and other students' properties.



Students must not use mobile phones during class times.



Students must not attend class whilst under the influence of alcohol.



Students must not smoke in non-smoking areas.

*Non-compliance with the Code of Conduct by students will result in an investigation by Acknowledge Education.*

# KEY

## CONTACTS



Campus	Address	Phone Number
Melbourne Campus (Head Office)	168 Exhibition Street, Melbourne 3000	+61 3 9663 3399
Sydney Campuses	Barangaroo Campus: 60 Hickson Road, Sydney, NSW 2000	+61 2 9252 5991
	Oxford Street Campus: 63 Oxford Street, Sydney, NSW, 2000	+61 2 9252 5991
Perth Campus	647 Wellington Street, Perth, WA 6000	+61 8 6355 5919
Brisbane Campus	225 St Pauls Terrace, Fortitude Valley, QLD, 4006	+61 7 3733 0997
Website: <a href="http://www.acknowledgeeducation.edu.au">www.acknowledgeeducation.edu.au</a>		
Phone Number: +61 3 9663 3399 Email: <a href="mailto:enquiries@ae.edu.au">enquiries@ae.edu.au</a>		

## ACADEMIC INTEGRITY TEAM

Melbourne	Mr Alex Avarantis	+61 3 9663 3399
Sydney	Dr Jenni Underhill	+61 2 9252 5991
Sydney	Dr Lamis Abuledba	+61 2 9252 5991
Sydney	Dr Napak-on Sritrakarn	+61 2 9252 5991
Brisbane	Mr Ben Tomecek	<a href="mailto:b.tomecek@ae.edu.au">b.tomecek@ae.edu.au</a>
Perth	Dr Hasham Al Musawi	+61 8 6355 5919

# STUDENT RESOURCES



## **Campus Facilities**

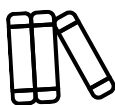
Acknowledge Education makes education easy and appealing for its students, with access to a huge range of services and conveniences, including:

- Front desk student support (All Campuses)
- Use of the 110+ computers for students (60+ in Melbourne City, Sydney & Perth Campuses)
- Wi-Fi for students on all campuses
- Multiple theory classrooms with high-end data projectors, interactive screens and smart boards (All Campuses)
- Hearing augmentation (Melbourne City Campus)
- Printing service (All Campuses)
- Resource library (All Campuses)
- Disabled toilets/showers (All Campuses)
- Student kitchen and lounge areas (All Campuses)
- Sick bay
- Water cooler (All Campuses)



## **Study Areas**

Students also have access to break-out areas that can be utilised for academic interactions outside of formal teaching.

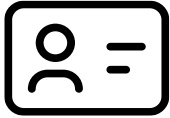


## **Library Access**

In addition, there are also librarians and support staff which can assist students with their learning resources needs, both physical and online across the three campuses.

Campus	Location	Library Opening Hours
Melbourne	Level 6, 168 Exhibition St, Melbourne	Mon - Thurs, 9.30am - 6pm Fri 8.30am - 5pm
Sydney	60 Hickson Rd, Sydney	Mon - Fri 9.00am - 5.00pm
Perth	1/647 Wellington St, Perth	Mon - Fri 9.00am - 5.00pm
Brisbane	225 St Paul's Terrace, Brisbane	Mon - Fri 9.00am - 5.00pm





## **Student ID Cards**

All students will be issued a student ID card within their first four weeks of enrolment.

During orientation, students will submit a photo to enable a student ID card. Your ID card will be available for collection from reception at the commencement of week 3. Your ID card will have your student number, study end date and date of birth.

You are required to carry your ID card on you at all times and produce your ID card when asked by a staff member or lecturers.

If you lose your ID card, issue of a replacement card will cost \$10.00



## **Moodle Portal**

MOODLE is your online learning platform where you can access your lecture slides and other academic material. All your written assessments will be uploaded through Moodle unless otherwise specified by your lecturer.

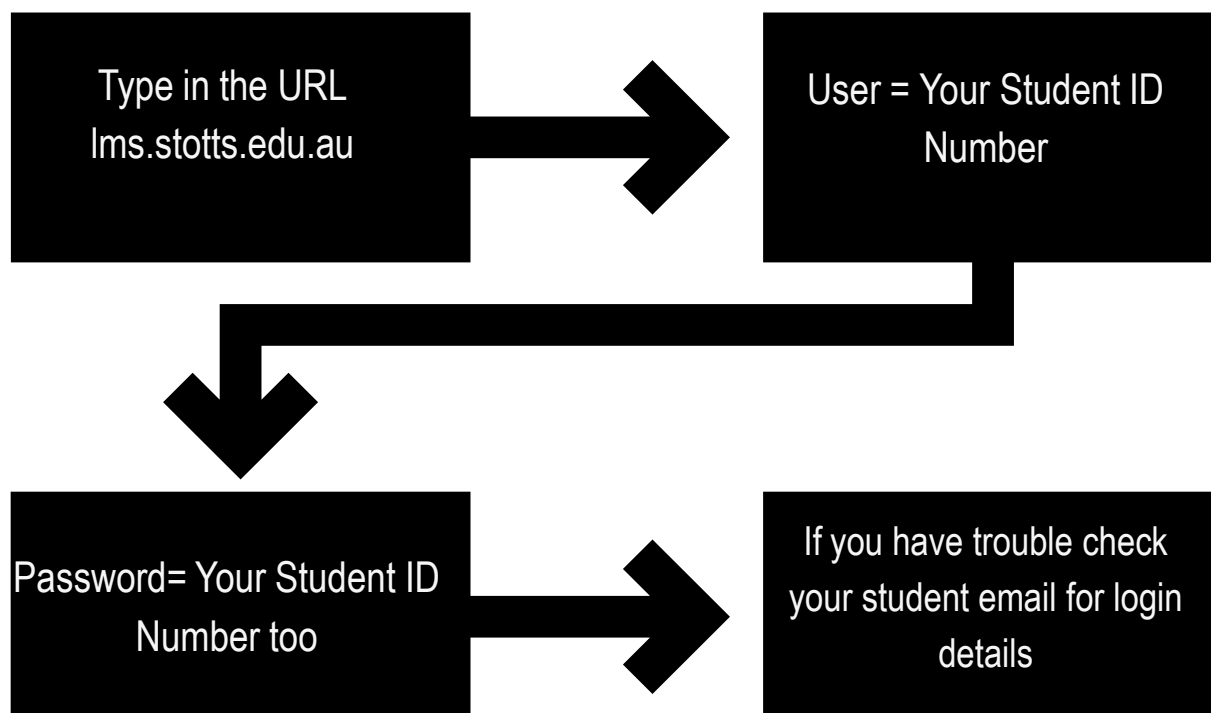
You will receive information about how to access your Moodle account after you have attended your orientation session. You will receive a notification by email. This information will include your user name and password details.

On the next page are some instructions to help you log on to Moodle.





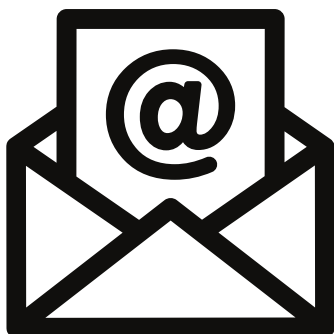
## LOGGING ON TO MOODLE



The screenshot shows the Moodle login interface for Acknowledge Education. At the top, there is a header with the Acknowledge Education logo and several small icons. The main heading is 'Log in to Moodle - Acknowledge Education'. Below this, there are three input fields: 'Username', 'Password', and a 'Log in' button. A link for 'Lost password?' is located below the 'Log in' button. A 'Cookies notice' button is also present. At the bottom, there are five icons with corresponding labels: 'Login Help', 'eLearning Support', 'Student Email', 'Important Dates', and 'Student Portal'.

Once you log-in, you will be required to reset your password. Please remember your password, and store it safely.

For more information on how to use your Moodle portal, login to Moodle and click the learn to study online tab to access a series of recorded modules.



## **Student Email**

All Acknowledge Education email communication is via your Acknowledge Education email account. All correspondence will only be emailed to your Acknowledge Education email account. It is your responsibility to check it at least once per day.

We want to emphasize the importance of regularly checking your Acknowledge Education email account. It's not just a formality but crucial for staying informed about your studies and time in Australia. Failure to do so won't prevent us from taking necessary disciplinary actions or processing cancellations if required.

To ensure a respectful and responsible use of email within the Acknowledge Education community, we kindly ask all users to adhere to the following guidelines:

**Respectful Content:** Do not send defamatory emails, breach copyright or business confidentiality, or share material that could harm Acknowledge Education's reputation.

**Be Considerate:** Avoid sending emails that involve gossip about fellow students or content that is offensive, demeaning, threatening, discriminatory, or related to personal relationships. Harassment of any kind is strictly prohibited.

**Authenticity:** Do not impersonate others or use someone else's computer without permission.

**Professional Use:** Keep private use, including mass mailing and "reply to all" messages, unrelated to your duties to a minimum. Always use your Acknowledge Education student email account when communicating with lecturers, and vice versa.

**Email Forwarding:** If you access your emails through a provider other than Acknowledge Education, you must ensure that emails are forwarded to your private email address. We rely on email communication as the primary way to share essential enrolment and study information with you.

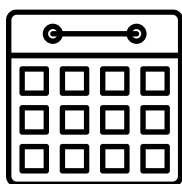
By adhering to these guidelines, you contribute to a respectful and responsible online environment and ensure that you receive important updates and information related to your education at Acknowledge Education.

Thank you for your cooperation.

# IMPORTANT DATES

## Trimester Dates

Trimester	Start Date	End Date
1	5th February 2024	26th April 2024
2	27th May 2024	16th August 2024
3	16th September 2024	9th December 2024



## Public Holidays

In Australia, there are many public holidays. During public holidays Acknowledge Education's campuses are closed. Public holidays vary from State to State.

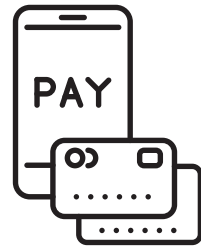
To find out the public holidays that affect your study term, please go to the following website: 2023 public holidays - Fair Work Ombudsman at [www.fairwork.gov.au/employment-conditions/public-holidays/2023-public-holidays](http://www.fairwork.gov.au/employment-conditions/public-holidays/2023-public-holidays)



## Holidays

The college does not grant approval to return overseas outside of the allocated holiday time. Please do not ask student services for travel letters outside of these times as they will be refused. The only exception is if you apply for, and meet the conditions of compassionate or compelling leave.

# PAYMENT OF FEES



You can pay fees before or on the due date by following one of the processes below.

- **Online Payment**
- **Fund Transfer**

## Bank Details

Bank: NAB  
Account Name: Acknowledge Education  
BSB: 083-004  
Account Number: 62418 5760  
Swift Code: NATAAU3303M (For International Transfers)

Always quote STUDENT ID NUMBER (e.g: 1045001 tuition) as reference on all payments made

## Step 1: Log in to Your portal

ACKNOWLEDGE EDUCATION

Not Logged In: Home | Login | Forgot Password

Course Information | Download Document | Student Application | Agent List | Pay Fees

Welcome to Acknowledge Education Student Management System

The primary functions of this system are:

- Student portal: update your personal details, view your attendance, pay your fees, check your timetable, check your results
- Agent portal: submit new student applications and view student details
- Staff portal: manage classes, input attendance, communicate with students

For the learning management system (online classes), please go to the Moodle platform at <http://www.ack.edu.au>

Logging in:

Username:

Password:

☐ Keep me logged in

Log In

Troubleshooting

- Student Portal Manual
- Learn to Book Online Classes in Moodle
- Watch our video to learn more about using Moodle, Zoom, Student Portal and Office 365

If you have any trouble accessing the systems, please contact us at [enquiries@ack.edu.au](mailto:enquiries@ack.edu.au)

## Step 2: Go to the payment tab

ACKNOWLEDGE EDUCATION

Logged in As: Andy TEST APPLICATION

Home | Profile | View Docs | Material | Attendance | Timetable & Results | **Payment** | Evaluation | Communication

View Your Payment Information

Student Name: Student ID: 1045001

Courses enrolled: CHC12015 Diploma of Community Services-310112022 - Current Student

Course study period: 31/01/2022 - 30/12/2023

Notes: 1st Andy TEST APPLICATION

Status: Current Student

Language: English

Student Course Payment Summary:

Invoice Start Date	Invoice Number	Invoice Start Date	Fees	Invoice Gr	Fee Paid	Pay Fee
17 Jan 22	133416	17 Jan 22	\$200.00	\$0.00	\$0.00	<a href="#">Pay Fee</a>
26 Mar 22	133416	26 Mar 22	\$200.00	\$0.00	\$0.00	<a href="#">Pay Fee</a>
06 Jun 22	133416	06 Jun 22	\$200.00	\$0.00	\$0.00	<a href="#">Pay Fee</a>
15 Aug 22	133416	15 Aug 22	\$200.00	\$0.00	\$0.00	<a href="#">Pay Fee</a>



**Select your  
Invoice**

## **Payment of Fees - International Students**

You can pay fees before or on the due date by following one of the processes below.

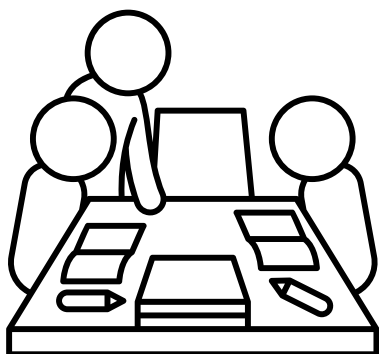


You need to make your payments by the due date; you can pay fees at any interval you choose - weekly, fortnightly, monthly or as a lump sum - as long as they school receives total amount 2 weeks prior to the beginning of the trimester you are starting.

Important: You are RESPONSIBLE for knowing when your fees are due. If you cannot make your payments on the due date, you need to speak to someone BEFORE the due date.

If you fail to pay your tuition fees by the due date, you will be issued with an 'intention to report' for non-payment of tuition fees.

# WORKING IN AUSTRALIA



## **Finding Work**

Most student visa holders can work up to 40 hours per fortnight during the trimester and full-time during vacation periods. Due to workforce shortages, there is a temporary relaxation of student visa work limits to all sectors of the economy.

This means that international students can work before their course commences and work more than 40 hours a fortnight in any sector of the economy. Please note that this is a temporary arrangement and will be reviewed by the Government in April 2022. Check back regularly with the Department of Home Affairs website for the most up-to-date information on your permitted working hours.

There are many different Ways to find a job in Australia:

- Newspapers
- Referrals
- Work Experience interaction
- Online -[www.seek.com.au](http://www.seek.com.au) or [www.careerone.com.au](http://www.careerone.com.au)



Before you start working, you will need to apply to the Australian Taxation Office for a Tax File Number. If you don't have a Tax File Number you will have to pay tax at the rate of 49 per cent.

At the end of the financial year, which ends on 30 June, you must lodge a tax return to the Australian Taxation Office. You may receive a tax refund.

Visit [ato.gov.au](http://ato.gov.au) or call 13 28 61 for further information.



## **Superannuation**

If you work in Australia as an international student and are paid \$450 or more per calendar month, you may be entitled to superannuation - which is the Australian form of pension.

Your employer is usually required by law to pay money into a superannuation or retirement saving account for you. These super guarantee contributions must be at least 9.25 per cent of your ordinary earnings and you may be entitled to choose your own super



## **Workplace Rights**

Australia has strict laws relating to employment conditions.

Everyone working in Australia has basic rights at work, including:

- a minimum wage
- protection from unfair treatment or dismissal
- breaks and rest periods during longer working hours
- a healthy and safe work environment.

These rights also apply to international students or those on working holiday visas.

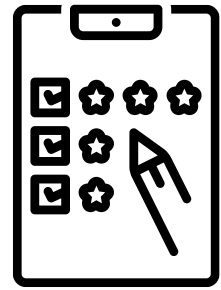
Equal opportunities must be provided to all workers in Australia. It is illegal to disadvantage anyone in the workplace on the basis of race, religion, age, gender, marital status, sexual preference or disability.

The Fair Work Ombudsman website has lots of information specifically for international students about your rights, and responsibilities, in the workplace. Search for Fair Work Ombudsman and international students.

Website: <https://www.fairwork.gov.au/>

Phone 13 13 94, 8am-5.30pm, Monday to Friday (Except public holidays)

# ALL ABOUT ASSESSMENT



*All assessments will have clear guidelines on whether they must be completed individually or as a formal group assessment. While group discussion is encouraged, the final submission for an individual written assessment must be the student's original work. All collaboration and assistance received must be clearly acknowledged. See below for information on Plagiarism and other forms of Academic Misconduct.*

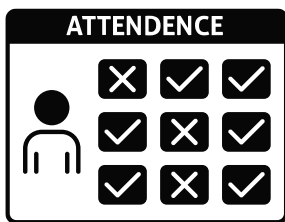
## **Assessment Submission**

All written assessments must be submitted on Moodle by the due date and time the assessment is due. Written assessments should be submitted with the Assessment Cover Sheet and follow the Written Assessment Formatting Guidelines available in the Moodle unit. Students must also ensure that their written assessment has been formally submitted by clicking the "Submit" button on Moodle. A "Draft" version is not considered a formal submission and may incur a late penalty. Likewise, emails and hard copies will not be considered a submission. A duplicate copy of all work submitted must be kept by the student.

Permission to make a late submission of an assignment must be obtained from the unit co-ordinator/ or lecturer. Extension requests for up to 7 days must be submitted in writing to the lecturer before the assessment due date. Having 'work in other units' will not be accepted as reasonable grounds for granting an extension. Additionally, excuses involving computers or printers will not be accepted as valid reasons for late submission. It is the student's responsibility to organise their assessments so that all required work is submitted by the due date.

Where the student's work is submitted after the due date and compassionate or compelling grounds cannot be established, there will be a penalty of 5% of the total weight of the assessment for each day (including public holidays and weekends) the submission is overdue. Late submissions will only be allowed up to 14 days after the original due date (minus the period for an approved extension, where applicable).





## **Absences during presentations or exams**

If the student is requesting for an extension that is longer than 7 days or unable to complete an assessment (including a presentation or test) due to compassionate or compelling circumstances, the student must complete and submit the Application for Special Consideration Form to the Course Coordinator within three days of the assessment due date. Appropriate evidence and documentation must also be supplied to support the claim. Minor illnesses (such as headaches, colds and minor gastric upsets) and excuses such as timetable confusion or forgetfulness are not considered to be valid reasons for special consideration. The form is available on the student portal.

A deferred or a supplementary examination or online test may be administered on a later date scheduled by the Department. Students will only be granted one opportunity to take a deferred test.

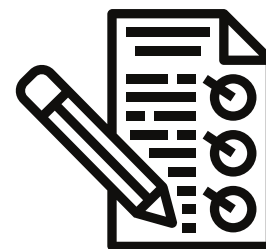
For students with life circumstances or personal limitations that may affect their course of study, it is recommended that they contact the Dean or Course Coordinator as soon as possible.

## **Mark Review**

If the student would like to request a review of their assessment results, the student must fill and submit the Application for Review or Remark of Assessment Form (Student Portal on RTOManager) within ten working days of publication of results to the Dean/Course Coordinator/ Campus Manager or delegate. Reviews after this date will not be Accepted. There will be a charge associated with this application, and any changes made to the results will override the original results and be final.

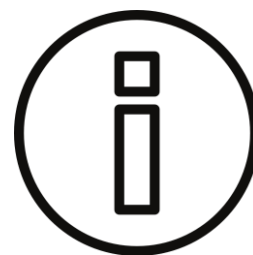


# GRADES AWARDED



Code	Grade (Nomenclature)	Mark	Information
HD	High Distinction	80-100	Outstanding comprehension and demonstration of Unit Learning Outcomes
D	Distinction	70-79	Excellent comprehension and demonstration of Unit Learning Outcomes
C	Credit	60-69	Sound comprehension and demonstration of Unit Learning Outcomes
p	Pass	50-59	Satisfactory comprehension and demonstration of Unit Learning Outcomes
PSA	Pass Supplementary Exam	50	Awarded a Pass after successfully passing a supplementary exam
N	Fail	Below 50%	Fails to Satisfactory comprehension and demonstration of Unit Learning Outcomes
R	Resit	-	Interim grade pending result of supplementary assessment. success in the supplementary exam will result in a PSA, unsuccessful result, N.
ND	Deferred Result	-	Interim grade pending result of a deferred exam
DNS	Did Not Sit Exam	0-60	Completed some assessments of the unit but did not attempt final exam
DNA	Did Not Attempt Unit	0	Enrolled in unit, did not withdraw but did not attempt any unit assessments
Q	Did Not Make Terms	0-100	Failed unit for any other reason
w	Withheld Result	-	Results withheld for non-payment of fees, outstanding library books other administrative reasons
WNF	Withdraw- Not fail	-	Withdrawal from unit prior to Monday of week 9 (week 5, in block mode)- no academic penalty
WF	Withdraw Fail	0-60	Withdrawal from unit on or after Monday of week 9 (week 5, in block mode). Equivalent to N and counts towards GPA
CT*	Credit Transfer	-	Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.
RPL*	Recognition of Prior Learning	-	Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

# OTHER IMPORTANT INFORMATION



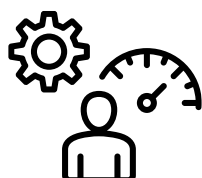
## Graduation



Students who complete all units of the degree program will be entitled to graduate with the degree of Bachelor of Community Services.

Students entitled to graduate will be notified at the close of their individual study program of the date, time and location of the graduation ceremony.

## Workload



Students will undertake three units each trimester. Most units will have three contact hours per unit each week, more in some cases. Full-time students can expect to spend around 12 hours per week attending lectures and tutorials. There is a significant workload to be undertaken outside of these hours conducting research, writing essays and preparing assessments.

## Modes of Study



Delivery systems include:

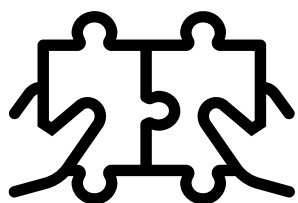
- Lectures
- Tutorials
- Case Studies
- In-class exercises
- Research projects and essays
- Online lectures and tutorials
- Self-paced online activities

## Assessment Methods



Each unit is assessed through various methods:

- Assignments: (Research projects and/or essays)
- Course Work
- Oral presentation
- Role play
- Tests
- In-class exercises
- Fieldwork placement



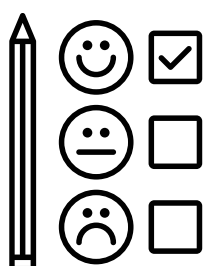
## Mutual Recognition of Skill

All Australian Quality Framework (AQF) qualifications and statements of attainment issued by other registered training organisations are fully recognised by Acknowledge Education.

Where students seek mutual recognition of AQF qualifications and statements of attainment awarded by other registered training organisations, they must present the original documents for copying or appropriately verified copies of original documents. The copies are kept in the individual student's file.

The Registrar will validate the AQF qualification and/or statement of attainment presented for mutual recognition by contacting the issuing registered training organisation. Verified AQF qualifications and statements of attainment are to be fully recognised and appropriately recorded on Acknowledge Education student database (see the Registrar).

AQF qualifications and statements of attainment that cannot be verified will not be recognised, and the student is asked to provide verifiable evidence if possible. If not, the student will be counselled on the making of false claims. Non-verified claims for mutual recognition are to be recorded on the individual student's file, together with details of any requests for further information and counselling undertaken.



## Student Survey

Students are advised that there will be a student survey at the end of their studies, which Acknowledge Education uses to improve services provided.

Graduates from this program may also be randomly selected to participate in the National Student Outcomes Survey managed by the National Centre for Vocational Education and Research (NCVER).

# ACADEMIC INTEGRITY



Acknowledge Education aims to produce graduates with honesty, integrity and ethical behaviour attributes. When work is produced with complete honesty, the qualification gained becomes authentic and genuine. In other words, if a course is accomplished with academic integrity, then the skills and knowledge from a qualification will prepare a student for challenges and opportunities in the future workplace.

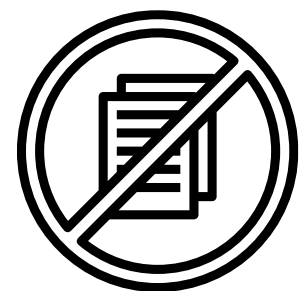
Students can find resources to ensure their work is completed with a high level of academic integrity by logging into Moodle and following the below pathway:

Home > Courses > Library and Learning Resources > Learning Hub

Here you will find a simple guide to quoting, paraphrasing and summarising, and the APA Referencing Guide, a PowerPoint presentation about referencing and plagiarism and information on how to use the in-built referencing tools in Microsoft Word. Students who require further assistance are encouraged to contact the academic support officer in their campus (see contact information above).

## **Academic Misconduct**

It is expected that students will maintain high standards of academic integrity in their assessed tasks and avoid behaviours that are dishonest such as contract cheating, plagiarism, collusion, falsification and fabrication.





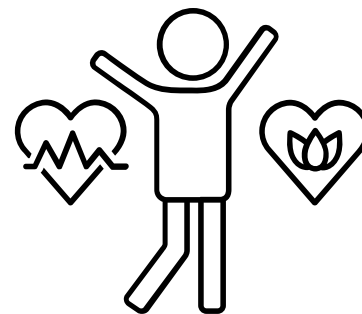
## **Forms of Academic Misconduct**

Contract cheating	Work completed for a student by a third party.
Cheating	An attempt to circumvent examination or assessment rules or regulations deliberately.
Collusion	Gaining assistance from another student or person to cheat, plagiarise or engage in other academic misconduct.
Copying	Make a similar or identical version of academic work.
Falsification	Deliberate misrepresentation or forgery of existing information or documentation.
Fabrication	The deliberate creation of non-existent information or documentation.
Plagiarism	presenting someone else's work or ideas as your own, with or without their consent, by incorporating it into your work without full acknowledgement.



It is crucial that all students familiarise themselves with Acknowledge Education's Policy and Procedure – Fostering Academic Integrity which is available in the policies section of the Acknowledge Education website and on the student portal.

# STUDENT SUPPORT



## **Academic Support**

If you would like further academic support because you are experiencing language difficulties, are behind in your studies, at risk of failing or simply wish to improve your social skills, we have all-inclusive Student Academic Support Service programs targeted especially to help you.

These classes and sessions will provide you with support in the following areas:

- Reading and comprehension for assignments and lesson notes
- Verbal and visual presentation skills
- Referencing skills
- Researching from the Internet, journals and texts
- Ongoing practice in conversing and presenting in English
- Developing confidence and self-esteem in order to assimilate into, comprehend and enjoy future classes, and;
- Creating letters of application and resumes for future employment.

If you wish to make an appointment with our friendly academic support staff, please contact your campus staff so they can refer you to the Academic Support Officer.

## **Translating and Interpreting**

The Australian Government, through the Department Home Affairs, provides a Translating and Interpreting Service (TIS) for people who do not speak English and for English speakers needing to communicate with them. TIS is a national service, and is available to any person or organisation in Australia requiring interpreting assistance. TIS is available 24 hours a day, 7 days a week, and is accessible from anywhere in Australia for the cost of a local call.



## COUNSELLING

# Access FREE Counselling Sessions

### Australian Counselling Service (ACS) provides:



Counselling support for a range of concerns including stress, relationships, living in Australia, managing your studies, and everyday worries.



A choice of fully supervised pre-service Counsellors who care about your wellbeing, and understand your needs and concerns.



Pre-service Counsellors in the advanced stages of their training and working from best-practice counselling frameworks.



Counselling sessions **from anywhere** delivered through a secure telehealth platform.

### Do you need to speak with a Counsellor?

Australian Counselling Service (ACS) is the clinical counselling division of the Australian Institute of Professional Counsellors (AIPC). As a highly-regarded provider of Counsellor education, AIPC established ACS to provide high-quality counselling services to clients from all backgrounds.

ACS's mission is to make quality mental health care services available to everyone.

Book your online session now by registering at [www.acscounselling.com.au/registration/acknowledge](http://www.acscounselling.com.au/registration/acknowledge) or calling **1300 374 033** or emailing [info@acscounselling.com.au](mailto:info@acscounselling.com.au)

AIPC and ACS look forward to supporting your mental health and wellness.



Australian  
Counselling  
Service





## Other Support Services



Lifeline Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for.



In Australia, around 1 in 2 people will struggle with their mental health during their lifetime. Beyond Blue offers a range of services, including:

Information and resources, online support, phone support and referral. To contact Beyond Blue, you can call their support service on 1300 22 4636 (24/7), visit their website at [www.beyondblue.org.au](http://www.beyondblue.org.au), or connect with them through their social media channels.



Acknowledge Education is committed to providing a safe working environment to protect the health and well-being of students. This obligation extends to its staff, students, contractors, and visitors to ensure: Health and safety within the workplace; and that all stakeholders avoid adversely affecting the health and safety of others.

## **Evacuation Procedures**



Throughout AE, there are maps displaying the nearest assembly point. If the evacuation warning sounds, leave your classroom in an orderly fashion and pay attention to AE staff and/or the fire warden coordinating the evacuation. Remember the following important points:

- Try to remain calm and avoid (1) shouting or screaming and (2) pushing and shoving;
- Do not use the lifts under any circumstances;
- Leave by the nearest safe exit to your room;
- Regroup with your class members and your emergency warden/ AE staff member at the designated assembly point as soon as you are clear of the building.
- Do not wander off from your group until your emergency warden/ AE staff member marks you off the roll and/or gives you clearance to leave.
- Do not re-enter the building under any circumstances until the "All Clear" signal has been given by the Fire Brigade or the Emergency Warden.

## **Life Threatening Conditions**



If a situation is life threatening, follow these procedures:

- Call the Emergency Service on 000 and remember to clearly state your location street address and the nature of the emergency. Be prepared to answer other questions. Do not hang up unless advised to do so;
- Alternatively, if your Overseas Student Healthcare Cover (OSHC) policy is with Allianz Global Assistance, contact the 24-hour emergency hotline available to you through your policy. The contact phone number for this service is 1800 814 781.
- Please note: Student Services should not be the first point of call in cases of severe injury and/or acute illness. Contact the Emergency Service first on 000.



## **Personal Safety**

Late at night, always try to travel with others or let a friend know where you are using messaging apps. Let your friends know you have arrived safely at your destination.

## **Critical Incidents**

A Critical Incident is any traumatic event or threat of an event within or outside Australia, which causes extreme stress, fear or injury but not necessarily causing death. Critical incidents may include events such as:

- missing students.
- severe verbal or psychological aggression.
- death, serious injury or any threat of these:
  - natural disaster and issues such as domestic violence, sexual assault, AOD.



## **Student Procedure**

If you experience, witness or perceive a critical incident. The emergency telephone number available 24 hours a day 7 days per week is 0424 383 868.

- An appropriate staff member may ask you to provide more details whilst they complete a 'critical incident report'.
- The 'critical incident report' is to contain as much information as possible and indicate the people directly involved in the incident
- Acknowledge Education will notify the Department of Home Affairs (DHA) on your behalf as soon as practical after the incident.
- Acknowledge Education will also report via the Provider Registration and International Student Management System (PRISMS).
- If necessary, following the incident, you may be required to attend a follow up meeting to assess any further risks or follow up actions.

## **Preventing Theft**



Thieves are opportunistic.

To reduce the chance of being robbed:

- Make property difficult to steal by using locks to secure computer notebooks and similar equipment;
- If working in the library or an open area, do not leave bags, phones, wallets or computers unattended;
- Be alert to suspicious people in your work area. If you see anyone that looks suspicious, contact Student Services immediately.
- Mark your property using a permanent marker and record details of products (e.g., serial numbers, makes, models, colour, value etc). This will help in the identification of your property.

## **Beach Safety**



Melbourne, Sydney and Perth are all close to stretches of beautiful coastline. Whilst most of the beaches are safe to swim at, they are also a potential hazard. Some of the surf conditions can be very rough at times and at all beaches you must be aware of rips. They can cause drowning if you are not an experienced swimmer. You should only swim on patrolled beaches and between the flags. Never venture into the ocean at night or if you are alone.

## **Online Safety**



Your course will require you to use online resources and platforms, so it is important that you protect yourself and your devices to stay safe in the digital world.

- Ensure all your software is up-to-date and you have anti-virus software installed. Update your virus protection software regularly.
- If you don't recognise the sender of a document or file, delete it without opening it to avoid getting a virus on your device.
- Protect yourself from losing important data and files by backing up your files. You can choose to back up to a cloud provider or to a hard drive you keep offline.
- Check your privacy settings on your devices and online accounts (including your social media accounts) and update them if necessary, to limit the exposure of your personal information online.
- When out with your devices keep them secure. Don't leave your devices where someone else might pick them up. Turn your laptop or tablet off when not using it.
- Secure your accounts and devices with strong passwords and authentication. Safeguard your passwords and change them often.
- Don't respond to inappropriate requests and report them if necessary. More information about online can be found at <https://www.staysmartonline.gov.au/>

## **Sexual Assault and Harrassment**



Acknowledge Education has zero tolerance for sexual assault and harassment and believes it is the right of every student and staff member to feel safe and respected at all times. we are committed to supporting students and staff affected by sexual assault or harassment wherever it has taken place.

### **What is Sexual Assault and Harrassment?**

Sexual assault is any type of sexual contact or behaviour that occurs without the explicit consent of the recipient. Consent means a person must freely (without coercion, force, intimidation or any other means) agree to the activity.

Examples of sexual assault include:

- ☐ Unwanted touching, hugging or kissing
- ☐ Forced viewing of pornographic content or sexual acts Public exposure
- ☐ Sextortion
- ☐ Incest
- ☐ Rape

Sexual harassment is unwelcome conduct of a sexual nature that causes a person to feel offended, humiliated or intimidated, including sexual assault.

Examples of sexual assault include:

- § Persistent unwanted sexual advances or requests to go out
- § Offensive sexual comments or jokes
- § Sexually suggestive behaviour, such as leering or staring

## **What to do if you Experience Sexual Assault or Harassment Immediate Assistance?**

If you or someone you know is hurt or in immediate danger, call for help:  
Emergency services on 000

Acknowledge Education emergency number on 0424 383 868

You may be asked to undergo a forensic medical examination following an incident of sexual assault. It is your choice whether to proceed. However, it's important to consider that evidence will be lost over time if you delay the examination.

It is always recommended that survivors of sexual assault seek medical attention to the screen for sexually transmitted infections (STIs) and, if female, for pregnancy.

### Report the Incident

You can report an incident to the Police or Acknowledge Education student services team at any time. You don't have to make a formal report if you don't want to.

- Police
- Melbourne -Sexual Offence and Child Abuse Investigation Teams (SOCIT) [www.police.vic.gov.au](http://www.police.vic.gov.au)
- Sydney- Contact your local police station or fill out this form [https://www.police.nsw.gov.au/data/assets/pdf\\_file/0009/475794/SARO\\_Form\\_200213.pdf](https://www.police.nsw.gov.au/data/assets/pdf_file/0009/475794/SARO_Form_200213.pdf)
- Perth- Sex Assault Squad (08) 94281600
- Acknowledge Education Student Services [counselling@ae.edu.au](mailto:counselling@ae.edu.au)

It's helpful to have a trusted friend or family member act as your support when contacting the police or the college about the incident.

When making a report to Acknowledge Education, you always have control over what actions are taken. We will respect your privacy and how you want to deal with the matter.

Seek Support - Incidents of sexual assault and harassment can be traumatic and leave you feeling uncomfortable. Your usual coping mechanisms may be affected by the trauma, so it's good to seek support.

Consider telling a trusted friend or family member about the incident, who can then help you seek out support services.



## COURSE PROGRESS &

# COMPLETION



Acknowledge Education remains committed to identifying, at the earliest possible stage, students at risk of academic failure in order to provide these students with timely assistance, resources and support.

“

***Completion Within Expected  
Duration of Study  
(Course Progression)***

Part of the assessment of course progress at the end of each trimester include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.

”

Acknowledge Education will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:

1. compassionate or compelling circumstances; or
2. student participation in an intervention strategy; or
3. an approved deferment or suspension of study has been granted in accordance with Acknowledge Education's Deferment, Suspension and Cancellation Policy.

Where Acknowledge Education decides to extend the duration of an international student's study, the Colleges will report via PRISMS and/or issue a new CoE if required.

The College's Registrar will report via PRISMS within 3 days where:

1. at the date of commencement Acknowledge Education cannot provide the course in which a student has enrolled
2. at any time after commencement but before the courses conclusion, Acknowledge Education cannot provide the course

The College's Registrar will report via PRISMS within 5 days where:

- the student does not start on the date of course commencement
- the student withdraws from the course prior to commencement or during the course

Acknowledge Education elects to exclude the student from the course where:

- the student fails to pay an amount owing
- the student breaches a visa condition
- the student commits an act of misconduct

## **National Code - Standard 10 Monitoring Course Progress**

Registered providers systematically monitor students' course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. Registered providers report students, who have breached the course progress requirements.



## **Satisfactory Course Progress**

Acknowledge Education remains committed to identifying, at the earliest possible stage, students at risk of academic failure in order to provide these students with timely assistance, resources and support.



To demonstrate satisfactory course progress, students will need to achieve at least a "pass" result in at least 50% of the units undertaken in each study period (one trimester).

Where applicable, students must at all times be capable of completing the course within the expected duration as specified on the student's Confirmation of Enrolment (CoE).

To support students to maximise their opportunity to achieve successful academic progress:

- Acknowledge Education will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- The course progress of all students will be assessed by the course coordinator at the end of each study period.

## **Students At Risk of Not Achieving Satisfactory Course Progress**



A student will be assessed as 'at risk' of failing to complete the course where:

- the student fails to achieve at least a "pass" in at least 50% of subjects studied in an assessment period, or
- where the student's progress must improve to avoid an inability to complete the course within the time specified on the student's CoE, or
- where the student fails a core subject a second time



# REFUNDS



## **About Refunds**

A refund of 70% of tuition fees will be given if enrolment is cancelled more than 28 days before the commencement of the course. The following non-tuition fees are non-refundable (other than in case of a visa refusal, see paragraph 1.5 below); CoE Package Course Fee, Enrolment Fee and Administration Fee.

No refund of fees will be given if enrolment is cancelled within 28 days of course commencement, or the student does not commence on the agreed date or withdraws from the course once it has commenced. Students enrolling to commence courses within 28 days of application will not receive a refund if enrolment is cancelled more than seven (7) days after receipt of the application or within seven (7) days of course commencement.

For the full details on eligibility for refunds, please consult the Policy and Procedure – Refund International Student on either the student portal or the Acknowledge Education website under the policy and procedures tab within the About section.

## **Applying for a Refund**

Students, parents, or guardians must submit a written request for a refund by mail, to:

The Registrar  
Acknowledge Education  
168 Exhibition Street  
MELBOURNE VIC AUSTRALIA 3000

Or by emailing the registrar at  
[registrar@ae.edu.au](mailto:registrar@ae.edu.au)

Written requests for refund should contain:

- ☐ the student's details, including full name, student number, date of birth and address.
- ☐ details of why a refund is requested.
- ☐ contact details; and
- ☐ the requested destination of the refunded payment.

For more information about applying for a refund please go to the Policy and Procedure – Refund International Students either on the student portal or on the Acknowledge Education website within the ABOUT tab on the home page.



# COMPLAINTS & APPEALS



*Acknowledge Education is committed to complainant complaints and appeals being resolved fairly and efficiently. All grievances will be treated seriously and sensitively, with due regard to procedural fairness and complainant privacy, and at minimal or no cost to the complainant.*

## **Lodging a Complaint or Appeal**

First Step: Students are encouraged to attempt to resolve the complaint directly with the relevant party where possible before lodging an appeal.

## **Stage 1 - Internal Formal Review**

The student will access the appeals from the Acknowledge Education website or use the electronic form in the student portal. Once the form is lodged the assessor will commence reviewing the complaint within 10 working days of the lodgement date. A decision will be returned within 20 days of the lodgement date. The decision and any required action will be communicated directly with the student.

## **Stage 2 - Internal Appeals Panel**

Where the complainant believes the grievance is unresolved after the internal formal review, they can lodge an appeal in writing by completing and lodging the Internal Appeal Form. This form is available at any Acknowledge Education Campus. An appeal panel consisting of the three senior staff members not directly involved in the dispute will convene within 10 days of the form being lodged to consider the appeal.

The appealing complainant may elect to present their case in person or through a representative by nominating on the Internal Appeal Form. In this case, the Appeal Panel will contact the complainant to arrange a date for hearing the appeal.

The Appeal Panel will determine the outcome of the appeal and the complainant will be given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome within 20 working days of lodgment of the Internal Appeals Form.

If the outcome of the process is favourable to the appealing complainant, Acknowledge Education will immediately advise the appealing complainant and implement any decision and/or corrective and preventative action required.

## **Stage 3 External Appeal**

The appealing complainant will be advised of their right to proceed to Stage 3 of the grievance procedure if they consider the matter unresolved.

If the appealing complainant is unsatisfied with the outcome of the Internal Appeals Process, they have the right to access an external appeals process at a minimal cost. The purpose of the external appeals process is to consider whether Acknowledge Education has followed its complaints and appeals procedure and not to make a decision in place of Acknowledge Education.

The Overseas Student Ombudsman can be contacted on:

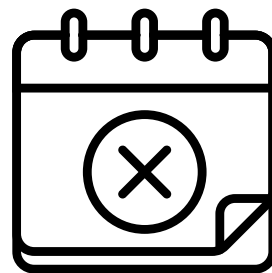
Outside Australia, call +61 2 6276 0111 Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

If the outcome of the process is favourable to the appealing complainant, Acknowledge Education will give due consideration to the implementation of recommendations of the External Review body. If the outcome of the process supports Acknowledge Education's original decision, that decision will be promptly implemented.

Acknowledge Education will ensure the complainant is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome. This will be kept on file.

For further information about appeals and complaints, students are advised to read the Policy and Procedure – Complaints and Appeals available in the student portal or on the Acknowledge Education website in the About tab on the home page.

## DEFERMENT, SUSPENSION & **CANCELLATION**



### **Deferment or suspension of studies initiated by the student**

Acknowledge Education will only grant a deferment of commencement of studies for compassionate and compelling circumstances.

### **Suspension of study requested by the student**

Once the student has commenced the course, Acknowledge Education will only grant a suspension of study for compassionate and compelling circumstances

### **Examples of Compassionate and Compelling Circumstances**

These include but are not limited to the following:

- illness, where a medical certificate states that the student was unable to attend classes;
- bereavement involving close family members such as parents or grandparents (where possible, a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel
- that has impacted studies; or
- a traumatic experience that has impacted the student (these cases should be, where possible, supported by police or psychologists' reports).
- The final decision for assessing and granting a suspension of studies lies with the principal/the course coordinator.

### **Assessing requests for deferment or suspension of studies**

- Applications will be assessed on their merit
- All applications for deferment or suspension will be considered within 14 working days.

## **Exclusion, suspension or cancellation initiated by Acknowledge Education**

### **Exclusion from class**

Acknowledge Education may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion may occur as the result of any behaviour identified as resulting in exclusion in Acknowledge Education's Codes of Conduct as provided in the Student Handbook.

Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and will be determined by the principal/ Course Coordinator.

- The length of the exclusion will be determined by the principal or the Course Coordinator, considering students' continued access to educational programs, progress, and assessments.
- Excluded students will be provided with study materials or homework during the exclusion period. The Course Coordinator will determine this.
- Where the student is under 18, the guardian and parents will be notified of the intended exclusion, and they will be responsible for the student whilst the exclusion period is completed.

### **International Students Only**

If the exclusion is short-term, it will not be recorded on PRISMS. If the exclusion is long-term (28 days and above), then Acknowledge Education may initiate a suspension of studies according to (5)(l).

### **Suspension of Studies for Misbehaviour**

Acknowledge Education may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Acknowledge Education's Codes of Conduct.

Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Course Coordinator.

## **Notification and Record-Keeping**

Acknowledge Education will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that they have 20 working days to access the Complaints and Appeals policy.

*Students are advised to read the Policy and Procedure – Deferment, Suspension and Cancellation available in the student portal or on the Acknowledge Education website home page within the tab 'About'. This document contains important information for international students about the consequences of deferment, suspension, and cancellation.*

## USING THE **INTERNET**



### **Privileges**

The use of the Acknowledge Education network is a privilege, not a right. Therefore, inappropriate use will result in the cancellation of this privilege. Based upon the guidelines established in this document, any subsequent modifications hereto and on Acknowledge Education policies and procedures, the system administrator will determine what constitutes appropriate use.

Acknowledge Education reserves the right to terminate, suspend, or otherwise limit network access at any time as required in their judgment. Such decisions of the school are final. Acknowledge Education reserves the right to inspect or review internet accounts and network files for security purposes.

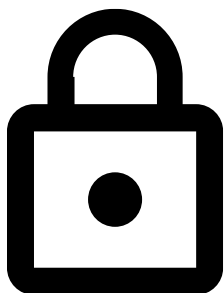
Electronic mail (e-mail) is not guaranteed to be private. System administrators have access to all mail and reserve the right to monitor the use of the Acknowledge Education network, including all e-mails.

## **Acceptable use**

The use of your internet account and network files must be consistent with the educational and operational policies and procedures of Acknowledge Education. Transmission of any material in violation of any Australian or State law or regulation is strictly prohibited. This includes but is not limited to: copyrighted or trade secret material, threatening or obscene material, and criminal activity. Use of Acknowledge Education computer network for commercial activities, product solicitations, or political lobbying is also prohibited. Inappropriate use will be reported to the responsible authorities.

You are expected to comply with the rules of network and internet etiquette. These include but are not limited to the following:

- Use appropriate language
- Do not use the system for frivolous, harassing, or inconsiderate purposes, or to disrupt another person's use of the system
- Do not use the system for illegal purposes
- Do not reveal personal addresses, phone numbers or other relevant personal details



## **Security**

Users of the Acknowledge Education computer network agree:

- NOT to violate or attempt to violate system security or intentionally interfere with system performance or access another person's files, internet account, or password.
- Individuals may be denied access to the system based on security violations of other computer systems.

## **Fees Services**

You may not use Acknowledge Education network to access a service or download any data or software, which charges a fee for such service or access. If you do any of the preceding, you are liable for any and all charges.





## **Online safety while studying on the internet**

As part of online learning, students will be expected to participate in online discussions and activities with other students. This is an important part of learning, and students are encouraged to take up the opportunity to enhance their learning through the proven benefits of social collaboration. Students should take some precautions when learning online and guard against identity theft, scamming and harassment. Students should be advised not to post personal information that can be used to identify them personally, such as date of birth, address, telephone number or email account details, in their study related online spaces or social networking sites. It is also advisable for students not to arrange to meet fellow students in person or communicate with them privately unless they already know and trust that other person.

You should pay attention to the following online safety tips:

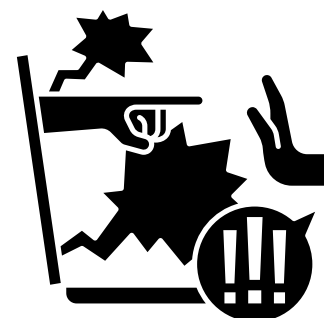
- Do not post too much information online
- Be careful when publishing photos online Do not freely publish an e-mail address
- Make sure that social networking profiles are private Do not answer personal questions with too much information when responding to questions over the internet or when using instant messaging, chat rooms or blogs
- Do not choose usernames that reveal gender, location, email address or age
- Be very careful if anyone suggests contacting privately outside study activities Be very careful about publishing photos online or sending them via phoneB Beware of any email that is not readily identifiable
- Do not click on a link in an e-mail, instead open a browser and type the address
- Professional scammers exist who may try to use a legitimate study acts as a cover for their activities
- If anyone asks you for money, bank details or similar, cease all contact with that person.

## **Cyberbullying**

Cyberbullying is bullying that is done using technology. For example, using the internet, a mobile phone or a camera to hurt or embarrass someone is considered cyberbullying.



## **Cyberbullying (continued)**



Students should pay attention to the following online safety tips:

- Do not share private information like password, name and address, phone numbers with strangers, including sharing of photos of yourself, your friends and your family
- Do not respond to messages when you are angry or hurt
- Log out and stop messaging if you feel that you are being harassed
- Remember you have the option to block, delete and report anyone who is harassing you online or on their mobile phones
- Find out how to report bullying and harassment on each of the different social networks that you use
- Keep a record of calls, messages, posts and e-mails that may be hurtful or harmful. Remember to set up your privacy options on social networking sites like Facebook.
- You are encouraged to contact Acknowledge Education if anyone tries to bully, harass or make inappropriate suggestions to you. It is also essential to know that each state and territory in Australia has different laws for bullying.
- There are a number of websites that you can access to find out more about online safety:
  - <http://www.staysmartonline.gov.au/>
  - <http://www.cybersmart.gov.au/>
  - <http://www.acma.gov.au/Citizen/Stay-protected>



# HELPFUL CONTACTS

## MELBOURNE

Services	Contact Number
Police, Ambulance, Fire	000
National Security Hotline	1800 123 400
Victoria State Emergency Service	132 500
Interpreting Services	131 450
Poisons Information Centre (24hr advice on all exposures to poisons, medicines, plants, bites/stings)	13 11 26
Abortion Grief Counselling	1300 363 550
Centres Against Sexual Assault	1800 806 292
Direct Line (24hr telephone counselling, information, and referral)	1800 888 236
Gambler's Help	1800 156 789
Nurse-on-call (24hr health advice and information from a registered nurse)	1300 606 024
Pregnancy Help Line (Pregnancy options and alternatives to abortion)	1300 139 313
Suicide Help Line Victoria (24hr crisis intervention, support, and information)	1300 651 251
Disability Information and Support (9.00 am to 5.00pm, Monday to Friday)	1800 783 783
Royal Children's Hospital	9345 5522
St Vincent's Hospital (Melbourne)	9288 2211
The Royal Dental Hospital of Melbourne	93411000
The Royal Melbourne Hospital	9342 7000
The Royal Victorian Eye & Ear Hospital	9929 8666
The Royal Women's Hospital	9344 2000
Medical One (23 OV Terrace, 292 Swanston Street, Melbourne 3000)	8663 7000
Alcoholics Anonymous	94291833
North Melbourne Legal Service (504 Victoria Street, North Melbourne 3051)	9328 1885
Fitzroy Legal Service (124 Johnston Street, Fitzroy 3065)	9419 3744



# HELPFUL CONTACTS

## SYDNEY

Services	Contact Number
Police, Ambulance, Fire	000
National Security Hotline	1800 123 400
New South Wales State Emergency Service	02 4251 6111
Interpreting Services	131 450
Poisons Information Centre (24hr advice on all exposures to poisons, medicines, plants, bites/stings)	13 11 26
Abortion Grief Counselling	1300 363 550
Centres Against Sexual Assault	1800 806 292
Direct Line (24hr telephone counselling, information, and referral)	1800 888 236
NSW Domestic Violence	1800 65 64 63
Sydney Rocks Police Station (132 George Street, The Rocks, Sydney 2000)	02 8220 6399
City of Sydney	02 9265 9333
Gambler's Help	1800 156 789
Nurse-on-call (24hr health advice and information from a registered nurse)	1300 606 024
Pregnancy Help Line (Pregnancy options and alternatives to abortion)	1300 139 313
Sydney Hospital (8 Macquarie Street, Sydney)	02 93827111
St Vincent's Hospital Sydney (390 Victoria Street, Darlinghurst NSW 2010)	02 8382 1111
Sydney Children's Hospital (High St, Randwick NSW 2031)	02 9382 1111
Royal Hospital for Women (Barker St, Randwick NSW 2031)	02 9382 6111
Law Access	1300 888 529
Wollongong Legal Aid Office	02 4228 8299
Illawarra Legal Centre	02 4276 1939



# HELPFUL CONTACTS

PERTH

Services	Contact Number
Police, Ambulance, Fire	000
National Security Hotline	1800 123 400
Western Australia State Emergency Service	132 500
Interpreting Services	131 450
Poisons Information Centre (24hr advice on all exposures to poisons, medicines, plants, bites/stings)	13 11 26
Mental Health Emergencies	1300 555 788
Centres Against Sexual Assault	1800 806 292
Direct Line (24hr telephone counselling, information, and referral)	1800 888 236
Crisis Care	08 9223 1111
The Samaritans Careline	13 52 47
City of Perth	08 9461 3333
WA Police Assistance	131 444
Family Drug Support	1300 368 186
Nurse-on-call (24hr health advice and information from a registered nurse)	1300 606 024
Pregnancy Help Line (Pregnancy options and alternatives to abortion)	1300 139 313
Royal Perth Hospital (197 Wellington St, Perth WA 6000)	08 9224 2244
Princess Margaret Hospital for Children (Roberts Rd, Subiaco WA 6008)	08 9340 8222
King Edward Memorial Hospital for Women (374 Bagot Rd, Subiaco WA 6008)	08 6458 2222
Perth After Hours Medical Service (44B Salvado Rd, Wembley WA 6014)	1300 000 362
WA Law Access	08 9324 8600
Legal Aid WA	1300 650 579



# HELPFUL *CONTACTS*

## BRISBANE

Services	Contact Number
Police, Fire and Ambulance	Triple Zero (000)
National Security Hotline	1800 123 400
State Emergency Service (SES) for flood and storm emergency assistance	132 500
Poisons helpline	13 11 26
Abortion Grief Counselling	1300 363 550
Centres Against Sexual Assault	1800 806 292
Direct Line (24 telephone counselling, information, and referral)	1800 888 236
13HEALTH	13 432 584
Policelink (general enquiries)	13 14 44
Road traffic and travel information	13 19 40
Lifeline	13 11 14
Tsunami warning	1300 878 6264
Translating and Interpreting Service 24/7	13 14 50

## Document Approval

Endorsed by: Narelle Whatley, Dean

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Related Documents: All HE Policy and Procedure Documents

Responsibilities: Bachelor of Community Services Course Coordinators

Contact: Narelle Whatley, DEAN

Date	Version	By	Notes
23/01/2022	7	NW	Full review and streamlining of policies with referral to policy documents. Update LO for BCS Units Update Login procedures. Provision of online library information. Provision of learning hub information. Updated working hours for international students – requires review 2023
24/1/2023	8	NW	Full review and reformatting for online readability Updated unit changes to asynchronous Updated unit name changes for SAP101. COU101 and COU202. Removed public holidays and substituted them with link to the fair work website. Realigned topics to create improved document flow. Updated branding to AE logos
13/4/2023	9	NW	Updated contact details for key personnel. Updated template in accordance with AE Branding requirements. Expanded to all HE not only BCS relevance.



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